

TICKET SALES SERIES

<u>Code No.</u>	<u>Class Title</u>	<u>Occ. Area</u>	<u>Work Area</u>	<u>Prob. Period</u>	<u>Effective Date</u>	<u>Last Action</u>
4749	Ticket <i>Sales Assistant</i>	04	352	6 mo.	00/00/00	<i>Revised</i>
4751	Ticket <i>Sales Specialist</i>	04	352	6 mo.	00/00/00	<i>Revised</i>
3620	Ticket <i>Sales Supervisor</i>	03	352	6 mo.	00/00/00	<i>Revised</i>

Promotional Line: 164

Series Narrative

Employees in this series perform a variety of tasks related to the sale of tickets and the allocation of seats for *various* events. Ticket Sales employees process ticket orders, maintain sales and seating records and mailing lists, and provide information concerning ticket policies and programs. At the upper levels of the series, Ticket Sales employees supervise and train employees and coordinate ticket operations.

DESCRIPTIONS OF LEVELS OF WORK

Level I: Ticket Sales Assistant

4749

Employees at this level process ticket orders for events and enter ticket sales data into record systems.

A Ticket *Sales Assistant* typically –

1. receives and verifies ticket orders
2. fills ticket orders, including tearing tickets, preparing mailers, and verifying that background materials are enclosed in mailings
3. provides general information concerning various ticket programs (such as ticket exchanges, refunds, or lost or stolen tickets)
4. maintains records of cash sales and prepares related reports
5. maintains mailing lists of ticket customers, groups, and special organizations
6. enters ticket sales data into appropriate tracking and records system
7. maintains records of students and staff eligible for complimentary tickets
8. coordinates or prepares special mailings to the public concerning various ticket programs
9. assists in allocating seats to ticket holders and in filling ticket orders, including tearing tickets, preparing mailers, and verifying background materials are enclosed
10. assists in organizing ticket lotteries, including assigning customer numbers and distributing lottery results
11. may assist in proofreading ticket stock
12. may serve as team leader/lead worker

13. performs related duties as assigned

Level II: Ticket Sales Specialist**4751**

Employees at this level monitor and prioritize work flow, coordinate special ticket sales, and ensure compliance with rules and regulations concerning ticket sales.

A Ticket *Sales* Specialist typically –

1. responds to customer inquiries and problems concerning ticket sales, unit policies and procedures, including investigating problems and providing alternate solutions
2. schedules staff and evaluates staffing needs, including establishing priorities and implementing new or revised ticket office procedures
3. coordinates mailings to groups regarding ticket purchases, ticket allocation, and program information
4. coordinates and participates in filling ticket orders, tearing tickets, preparing mailers, and verifying that background materials are enclosed in mailings
5. verifies eligibility of individuals requesting special tickets (such as complimentary tickets, handicap seating, and student lotteries)
6. makes arrangements to sell event tickets in residence halls, including scheduling ticket sellers and preparing sales reports
7. allocates seating for season and single game tickets
8. reviews and proofreads ticket stock for correct information
9. assists in coordinating ticket sales for special events
10. performs duties of previous level in series, as required
11. performs related duties as assigned

Level III: Ticket Sales Supervisor**3620**

Employees at this level are responsible for ticket control and admissions in a large, multi-purpose building. *They plan, organize, and manage the work of assigned staff.*

A Ticket *Sales Supervisor* typically –

1. performs all duties normally required of Ticket Sales staff
2. *hires, assigns and reviews the work of assigned staff (including auxiliary ticket offices or agencies);* ensures that ticket office employees follow compliance guidelines

3. assists in house scaling and in the designing and ordering of admission tickets
4. maintains an inventory control of tickets
5. supervises the sale of tickets, participates in closing out cash registers and depositing receipts and make reports of receipts
6. reconciles ticket office statements and verifies cash funds
7. monitors cash boxes and supervises multiple pass gate sites; investigates reported lost or stolen tickets; and ensures that other loss prevention and security procedures are followed
8. coordinates group *and season* ticket sales by acting as liaison between customer and promotions section and preparing sales invoices and confirmation statements
9. supervises ticket mail order operations and maintains direct mail lists
10. responsible for preparing statistics and related reports
11. schedules and conducts tours of the building
12. performs other related duties as assigned

MINIMUM ACCEPTABLE QUALIFICATIONS REQUIRED FOR ENTRY INTO:

Level I: Ticket Sales Assistant

4749

CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

High school graduation or equivalent

PERSONAL ATTRIBUTES NEEDED TO UNDERTAKE JOB

1. Basic knowledge of guidelines concerning ticket programs
2. **Good** oral communication skills
3. Ability to operate **standard** office equipment
4. Ability to maintain records
5. Arithmetic ability

Level II: Ticket Sales Specialist

4751

CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

1. High school graduation or equivalent
2. **Two** years of ticket office experience that included

PERSONAL ATTRIBUTES NEEDED TO UNDERTAKE JOB

1. **Thorough** knowledge of guidelines concerning ticket programs
2. **Good** oral communication skills
3. Ability to plan, organize, and coordinate staff
4. Ability to operate **standard** office equipment
5. Ability to maintain records **and prepare related reports**
6. Arithmetic ability
7. Skill in interpersonal relations
8. Supervisory ability

Level III: Ticket Sales Supervisor**3620**

CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

1. High school graduation or equivalent
2. **Three years of ticket office experience**
3. **One year of supervisory experience**

PERSONAL ATTRIBUTES NEEDED TO UNDERTAKE JOB

1. **Extensive knowledge of guidelines concerning ticket programs**
2. **Good oral communication skills**
3. **Ability to plan, organize, and coordinate staff**
4. **Ability to operate standard office equipment**
5. **Ability to maintain records and prepare related reports**
6. **Arithmetic ability**
7. **Skill in interpersonal relations**
8. Supervisory ability